

In the Claims:

The claims are as follows:

1. (Previously presented) An interactive voice response system, comprising:

an application program that provides call flow instructions, wherein a call flow instruction that invokes a voice prompt provides a variable that can be read from outside compiled code of the application program;

a programmable processor that executes the call flow instructions of the application program;

a database that contains a plurality of pre-recorded voice prompts; and

an assignment table that assigns a value to the variable to provide an entry point to the database.

2. (Original) The interactive voice response system of claim 1, wherein the database includes a first voice prompt in a first language and a second voice prompt in a second language, wherein the first language and the second language are different.

3. (Original) The interactive voice response system of claim 1, wherein the database includes a first voice prompt spoken by a first speaker and a second voice prompt spoken by a second speaker, wherein the first speaker and the second speaker are different.

4. (Original) The interactive voice response system of claim 1, wherein the database includes a first voice prompt spoken by a male speaker and a second voice prompt spoken by a female speaker.

5. (Original) The interactive voice response system of claim 1, wherein the database includes a first voice prompt having a first level of formality and a second voice prompt having a second level of formality, wherein the first level of formality and the second level of formality are different.

6. (Original) The interactive voice response system of claim 1, wherein the database includes a voice prompt that includes music.

7. (Original) The interactive voice response system of claim 1, wherein the database includes a voice prompt that includes an audio tone.

8. (Previously presented) The interactive voice response system of claim 1, wherein the database includes a first voice prompt and a second voice prompt spoken by the same speaker, wherein the first voice prompt and the second voice prompt convey the same meaning, and wherein the first voice prompt and the second voice prompt differ in wording.

9. (Original) A method for selecting a voice prompt of an interactive voice response system that operates according to the compiled code of an application program that provides call flow

instructions for the interactive voice response system, the method comprising the steps of:
providing a variable associated with the voice prompt by the application program;
assigning a value to the variable by accessing an assignment table that is held outside the
compiled code of the application program; and
reading a database record that includes a digitally encoded voice prompt, wherein the
database record is identified by the value assigned to the variable.

10. (Original) The method of claim 9, wherein the database includes a first voice prompt in a first language and a second voice prompt in a second language, wherein the first language and the second language are different.

11. (Original) The method of claim 9, wherein the database includes a first voice prompt spoken by a first speaker and a second voice prompt spoken by a second speaker, wherein the first speaker and the second speaker are different.

12. (Original) The method of claim 9, wherein the database includes a first voice prompt spoken by a male speaker and a second voice prompt spoken by a female speaker.

13. (Original) The method of claim 9, wherein the database includes a first voice prompt having a first level of formality and a second voice prompt having a second level of formality, wherein the first level of formality and the second level of formality are different.

14. (Original) The method of claim 9, wherein the database includes a voice prompt that includes music.

15. (Original) The method of claim 9, wherein the database includes a voice prompt that includes an audio tone.

16. (Previously presented) The method of claim 9, wherein the database includes a first voice prompt and a second voice prompt spoken by the same speaker, wherein the first voice prompt and the second voice prompt convey the same meaning, and wherein the first voice prompt and the second voice prompt differ in wording.